



United States Bankruptcy Court Western District of Texas

VACANCY ANNOUNCEMENT

Vacancy Number: 02-ITAS

****Open Until Filled****

Applications received by June 30, 2016 will receive priority review

POSITION TITLE: Automation Specialist – Full Time

LOCATION OF POSITION: San Antonio, Texas

STARTING SALARY RANGE: \$39,171 - \$48,968

CLASSIFICATION LEVEL/CL-25: \$39,171 - \$63,664

(Starting salary dependent upon experience, qualifications, and salary history.)

The clerk's office supports five offices which include Austin, El Paso, Midland (unmanned), San Antonio and Waco. The clerk's office serves four Federal Bankruptcy Judges and their staff.

The Automation Specialist is part of the information technology team that performs end user support activities. At this level of function, the technician provides help desk support for end users and provides technical support in installing and configuring computer hardware and software programs. This position performs routine to moderately complex troubleshooting for hardware and software systems.

Under the supervision of the IT Support Services Manager, the incumbent performs the following duties for the U.S. Bankruptcy Court throughout the District:

- Respond to help desk calls and emails, enter help desk trouble ticket, update knowledge base, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level.
- Provide information, assistance and user training to users on applications such as MS Word, Adobe Acrobat and Lotus Notes email.
- Use and maintain toolsets to image and rapidly reload operating systems and application programs.
- Install or assist in the installation of upgrades or new or revised desktop releases.
- Set up, install, configure, and document hardware and software to include PC desktops, laptops, printers and mobile devices.
- Provide support for mobile computing devices and remote access.
- Provide cabling support.
- Prepare and maintain the documentation and standard operating procedures and checklist for end users and other technicians.
- Troubleshoot hardware and software problems.
- Recondition, repair, and reload PCs as they are traded in, to provide ready replacements as needed.
- Keep a stock of loaner notebook and desktop computers ready for issue on short notice.
- Perform printer installations.
- Perform inventory reconciliation.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs; stay current on industry/technology developments through reading trade journals, studying web resources, attending seminars and workshops, and taking professional classes in relevant technologies.
- Travel to other divisional offices when necessary.
- Responsible for other duties as assigned.

Qualifications: This position requires a minimum of one year of progressively responsible experience in information technology. Experience can be paid or unpaid, such as voluntary or internship positions. The Automation Specialist must have good technical, troubleshooting, and communication skills and be able to advise non-automation personnel in automation techniques and processes. The ability to work in a diverse office environment with frequent interruptions. The ability to maintain a professional and approachable disposition. A professional demeanor and appearance is appropriate in a court environment.

Court Preferred Skills: An associates degree or higher preferred. Working experience with recent versions of software including Microsoft 7/10, Microsoft Office 2010/2013, Adobe Acrobat, Apple OS X operating systems and Apple iOS mobile devices. A+ certification a plus.

Considerable physical effort may be involved in moving, connecting, or trouble- shooting equipment and running network cabling. Travel to divisional offices is required. Additionally, overnight travel to other states is required for training. Some travel requires the incumbent to drive either their personal vehicle or a rented vehicle; therefore, the incumbent must possess a valid driver's license and be able to drive a vehicle for extended distances throughout the District. Periodic work during non-business hours is required.

Additional Information: Federal Judiciary employees are considered at will and are not subject to the employment regulations of competitive service. Employees are required to adhere to the Code of Conduct for Judicial Employees. Employees undergo an initial background investigation. Appointments are provisional and contingent upon the satisfactory completion of a back-ground investigation. A negative finding may result in termination of employment. Updates are required every five years. Applicants must be a U.S. Citizen or lawful permanent resident actively seeking citizenship. Travel for the interview and relocation expenses will not be reimbursed. All information provided by applicants is subject to verification. Applicants are advised that false statements or omission(s) of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

Employee Benefits: For information about benefits please visit: [Benefits | United States Courts](#)

All applicants are required to submit the following in one pdf document in the following order–

- Cover letter
- AO78 Federal Judicial Branch Application for Employment (obtained at [Judicial Branch Application for Employment](#))
- Any additional attachments applicant would like to submit (i.e., professional certifications, resume, recent performance review)
- Title the pdf document as follows: Last Name, First Name, 02ITAS
- E-mail to: Patty_Nelson@txwb.uscourts.gov

The United States Bankruptcy Court is An Equal Opportunity Employer